

# notes

A Publication for the Residents of Phoenix

September 2004

## Mortgages available for first-time homebuyers

The Phoenix and Maricopa County industrial development authorities are turning renters into homeowners through a special lending program designed for first-time homebuyers.

The 2004 Single Family Mortgage Forward Delivery Program makes available \$100 million for mortgages for households with limited incomes and good credit.

To qualify, the annual income must not exceed \$58,600 for a one- or two-person household and \$67,390 for a household of three or more. The buyers must qualify for credit and the price of the home must not exceed \$189,600.

The first mortgage will include assistance of 5 percent of the total amount of the loan that can be used for the down payment and closing



costs. The 5 percent assistance often is the key to home ownership for first-time homebuyers because many of them have difficulty saving for the initial expenses associated with buying a home.

The funds are available at participating lenders who can be found by calling 602-262-6602 or 602-506-7294 or visiting [phoenix.gov/HOUSING](http://phoenix.gov/HOUSING).

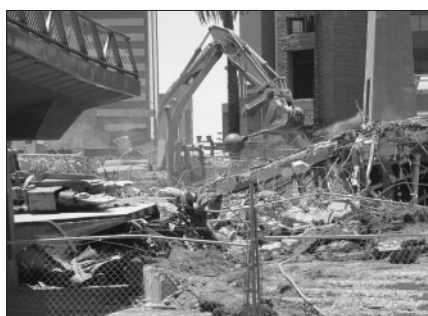
## Civic Plaza expansion: Full steam ahead

Major construction is well under way on the \$600 million Phoenix Civic Plaza expansion project.

The most dramatic visual progress since work on the new Convention Center began in June has been the demolition of the Symphony Hall Terrace and the pedestrian bridge over Third Street and removal of an enormous amount of debris.

Third Street between Monroe and Washington streets is closed for about 18 months for the construction of an underground exhibition hall. When the street reopens in 2006, it will run over the top of the hall, which will be large enough to fit 11 football fields when completed.

The underground exhibition space is just one feature of the new west building that will rise on



*A 7,500-pound wrecking ball wielded by a huge excavator helps demolish the concrete Symphony Hall Terrace.*

the former site of the Symphony Terrace. During this period, the city continues to host conventions at the Civic Plaza.

In order to keep convention business humming, construction is emerging in three phases, with the new west building on the Symphony Terrace opening in 2006 and a new north building in 2008, followed by interior renovation of the existing south building.

For maps to help you get around the area, visit [coppersquare.com/csambassadors](http://coppersquare.com/csambassadors) or call the Copper Square Ambassadors at 602-253-6394.

For details on the expansion, visit [phoenixconventioncenter.com](http://phoenixconventioncenter.com) or call 602-234-9282.

# Phoenix gets high marks from residents



Most Phoenix residents not only like where they live, but they're also pretty happy with the way the city provides them with municipal services.

Of those interviewed for the city's 10th biennial community attitude survey, more than 90 percent agreed that Phoenix is a good place in which to live.

In addition, more than nine of 10 residents – 91 percent – also said they are very satisfied or satisfied with the overall performance of the city in providing services. The rating was up four percentage points from two years ago and was the highest positive service delivery rating recorded since the city began conducting the surveys in 1985.

Of the individual services provided by the city, fire protection and paramedic services again received the highest ratings from those questioned. Using a scale of one to indicate poor services and 10 to indicate excellent service, fire came in at 8.4 and paramedic at 8.3.

Others services that received more than 7 were garbage, library, Internet access, wastewater, keeping streets clean, police protection, controlling street flooding, bus service, uncontained trash collection, preserving historic buildings, and parks and recreation programs.

Among other findings in the survey:

- Crime and transportation are the two top issues that the city should be working on to improve neighborhoods.
- Three of four residents believe the city's blight ordinance is working well or fairly well.
- Nearly two of three residents believe the downtown area has become better or a little better over the past few years.
- About 48 percent say that affordable housing is a major issue facing the city.

The survey, which involved in-depth telephone interviews with 702 residents, has a margin of error of 3.8 percent.

The city conducts the surveys every two years as part of an effort to measure the attitudes of residents regarding city policies and services and to see where changes and improvements might be made.

Nine individuals and organizations will be recognized for overcoming barriers or helping to advance people with disabilities at the 2004 Ability Counts Community and Student Awards luncheon, 11:30 a.m. Oct. 27 at the Phoenix Civic Plaza Ballroom, 225 E. Adams St. Harold Jones, a high school football coach who was the inspiration for the movie "Radio," will be the keynote speaker. For more information, call 602-262-7486 or 602-534-1557/TTY.



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Fair housing laws and ways to recognize housing discrimination will be discussed at a two-hour workshop at 6 p.m. Oct. 28, in assembly rooms A and B, Phoenix City Hall, 200 W. Washington St. To register, call 602-262-7486 or 602-534-1557/TTY.

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The Human Relations Commission is seeking nominations for the Calvin C. Goode Lifetime Achievement and Dr. Martin Luther King Jr. Living the Dream awards, which will be

presented Jan. 14 at the Arizona Dr. Martin Luther King Jr. Celebration Breakfast. The Lifetime Achievement honors an individual for promoting social justice and the Living the Dream honors six people for their commitment to human relations. For an application, call 602-261-8242 or 602-534-1557/TTY or visit [phoenix.gov/CALENDAR/awardwin.html](http://phoenix.gov/CALENDAR/awardwin.html). Nominations must be in by 5 p.m. Oct. 22.

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Jeff Taylor, founder of the world's leading online career site, monster.com, will discuss hiring and retaining quality employees as the keynote speaker at the Workforce Partnership Awards Breakfast, 7 a.m. Tuesday, Oct. 19, at the Phoenix Airport Marriott, 1101 N. 44th St. The breakfast, hosted by the Phoenix Workforce and Maricopa Workforce Connection, provides an opportunity to honor employers who have gone above and beyond using workforce development services. To purchase a ticket or a corporate table, call 602-506-4838 or 602-534-7459.

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The Annual Green Building Expo Oct. 1-2 at City Hall, 200 W. Washington St., will showcase green building products

for environmentally conscious consumers who want to incorporate green building components into their construction projects. Experts will demonstrate products and conduct seminars and home remodeling expert Rosie Romero will broadcast his radio program on KTAR from the event. The expo runs 11 a.m. to 4:30 p.m. Oct. 1 and 9 a.m. to 5 p.m. Oct. 2. For more information, call 480-312-4202.

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Know99 Television, the city's youth and education channel, was a big winner in this year's Telly Awards national competition. The station won 13 awards, including three Silver and 10 Bronze honors.

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If you know an individual, organization or agency that has contributed outstanding volunteer leadership or service to improve the quality of life of Phoenix residents in partnership with the Human Services Department, nominate them for recognition at the annual Community Recognition Dinner Awards program. Nominations must be received by Oct. 15. Call 602-262-4022 or visit [phoenix.gov/VOLPRGMS/hsdawd.html](http://phoenix.gov/VOLPRGMS/hsdawd.html) for an application.

# Quarterly bulk trash pickup schedule – Fall 2004

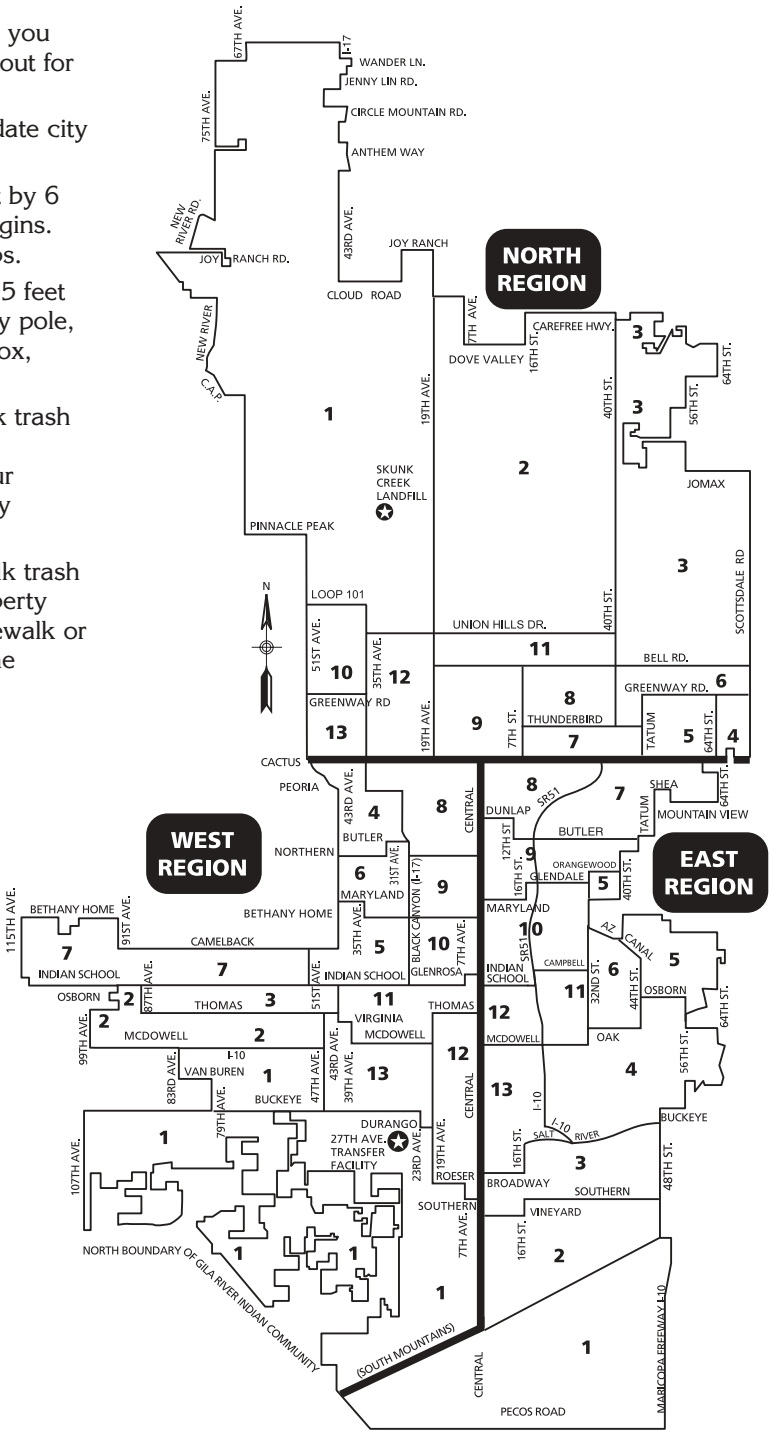
Four times a year city crews collect bulk trash. Some items are not acceptable for bulk trash collection. Please visit the city's Web site or call customer service (see Web address and telephone number below) for more information. To take advantage of this residential collection:

- ✓ Locate your area number on the map.
- ✓ Find the area number on the schedule.
- ✓ The first date listed is the date you may begin placing bulk trash out for collection.
- ✓ The second date listed is the date city crews will begin collection.
- ✓ Bulk trash must be placed out by 6 a.m. on the date collection begins. Crews do not make return trips.
- ✓ Trash must be placed at least 5 feet from any object, such as utility pole, cable box, water meter, mailbox, refuse container, etc.
- ✓ For alley collection, place bulk trash behind your property only. Do not place trash behind your neighbor's property or in utility easements.
- ✓ For street collection, place bulk trash on the front edge of your property behind and parallel to the sidewalk or curb. Do not place trash on the sidewalk or in the street.

- ✓ City ordinance allows one week prior to the scheduled collection week to place bulk trash out for collection. It is a violation to place bulk trash out before the "placement begins" date listed. Failure to comply may result in enforcement action.

For more information, call Customer Service at 602-262-7251 or send e-mail to [pwserve@phoenix.gov](mailto:pwserve@phoenix.gov) on the Internet. The collection schedule appears quarterly in Notes, Friday's City Page in The Arizona Republic and the city's Web site at [phoenix.gov/publicworks](http://phoenix.gov/publicworks).

AREA	PLACEMENT	COLLECTION BEGINS
1	Sept. 4	Sept. 13
2	Sept. 11	Sept. 20
3	Sept. 18	Sept. 27
4	Sept. 25	Oct. 4
5	Oct. 2	Oct. 11
6	Oct. 9	Oct. 18
7	Oct. 16	Oct. 25
8	Oct. 23	Nov. 1
9	Oct. 30	Nov. 8
10	Nov. 6	Nov. 15
11	Nov. 13	Nov. 22
12	Nov. 20	Nov. 29
13	Nov. 27	Dec. 6



# Hispanic events planned

Two popular Hispanic events – a Youth Leadership Conference and Hispanic Heritage Festival – are on tap for next month.

The leadership conference sponsored by the Latino Institute and set for 8:30 a.m. to 2:30 p.m. Oct. 9 at Phoenix College, 1202 W. Thomas Road, will provide young people with information and networking opportunities.

It will feature lectures by professionals in various fields and educational workshops on cultural identities, planning and life skills. There also will be more than 30 informational tables where students can gather information.

The heritage festival where people can learn about Hispanic history and culture, will be noon to 4 p.m. Oct. 17 at Heritage Square, 115 N. Sixth St.

It will include a culinary festival of Spanish-American food vendors and culinary schools specializing in Argentinean, Salvadorian, Peruvian, Cuban, Colombian, Mexican and Spanish dishes, music and art displays.

For more information about either event, call 602-534-6923.

# Call Water Services mid-week

Trying to reach Water Customer Services by telephone?

Water Services receives a high volume of calls on Mondays and Fridays.

So, consider making your call on a Tuesday, Wednesday or Thursday, the least busy days of the week.

The number to call with questions about your water service is 602-262-6251 or visit phoenix.gov and click on e-services to pay your bill online.



# Disposal facilities set winter hours

The weekend/holiday hours for the city's landfill and transfer station are 8 a.m. to 4 p.m. from Oct. 2 through May 1. Weekday hours remain unchanged: 5:30 a.m. – 5 p.m. The transfer station is closed Sundays. Both locations will be closed on Thanksgiving Day, Nov. 25; Christmas, Dec. 25; and New Year's, Jan. 1.



# BOPA collections set

Phoenix residents can dispose of household hazardous waste and other items at BOPA collections 8 a.m. to 2 p.m. Oct. 14 – 16 at Palmcroft Baptist Church, 15825 N. 35th Ave., Nov. 18 – 20 at Perry Park, 2700 N. 32nd St., and Dec. 9 – 11 at Deer Valley Park, 19602 N. 19th Ave.

In addition to batteries, oil, paint and antifreeze, the event will accept five road tires per resident, computers and household appliances, including refrigerators, stoves, evaporative coolers, air conditioners, washers, dryers and water heaters. Commercial loads will not be accepted.



The city also will pick up household appliances and computers at your home for a \$10 fee. Call for a collection appointment. For information, call 602-262-7251, send e-mail to [pwserve@phoenix.gov](mailto:pwserve@phoenix.gov) or visit [phoenix.gov/GARBAGE](http://phoenix.gov/GARBAGE).

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Mayor Phil Gordon	602-262-7111
Peggy Bilsten, Vice Mayor & District 3	602-262-7441
Dave Siebert, District 1	602-262-7444
Peggy Neely, District 2	602-262-7445
Tom Simplot, District 4	602-262-7447
Claude Mattox, District 5	602-262-7446
Greg Stanton, District 6	602-262-7491
Doug Lingner, District 7	602-262-7492
Michael Johnson, District 8	602-262-7493

Garbage/Trash Service	602-262-7251
Landfill/Disposal Information	602-262-7251
Recycling	602-262-7251
Water/Wastewater	602-262-6251

For alternate format/reasonable accommodations, call 602-262-7176 or 602-534-5500/TTY.



City of Phoenix

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